

Appendix 1 Feedback from Consultation North Denbighshire Day Services Review

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Date	Stakeholder	Comments
27.11.12	War Memorial Court tenants	<ul style="list-style-type: none"> ➤ Have always been very supportive of maintaining the day service at Hafan Deg (HD) and to look at ways to expand the service ➤ Have suggested a lunch club or film afternoons and that War Memorial (WM) Tenants could purchase meals from the centre to increase viability
28.11.12	Rhyl Locality team	<ul style="list-style-type: none"> ➤ Supportive of utilising Extra Care Housing (ECH) for Day Activities – have set up 2 successful groups at Gorwel Newydd (GN) and 1 at Nant y Môr (NYM) ➤ Supportive of need to introduce robust assessment and reviewing processes but concerns for those people already receiving a service and who the service unwittingly has 'made dependent' on the service ➤ Concern about the amount of support that may be needed to encourage and support service users to join in activities at GN and NYM ➤ Need some element of invest to save and suggest that Llys Nant (LN) is utilised for those service users for whom we have unwittingly created dependency ➤ Understand the need to move towards an outcome focused service but real concern about the dearth of services to signpost people onto
28.11.12	6 p.m. Hafan Deg Carers and Families	<ul style="list-style-type: none"> ➤ The service provided at HD is very important to the peace of mind of families and carers – we live over 50 miles away so the reassurance of communication with the staff at HD is vital (3) ➤ Concern about the long term future of HD ➤ Important role in building up the confidence of users, our relative is becoming more forgetful and is vulnerable and isolated ➤ For my parent lack of cleanliness had become a barrier but her hygiene has improved so much since coming to HD and being assisted to bathe

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29.11.12	2 p.m. Hafan Deg Carers and Families	<ul style="list-style-type: none"> ➤ It provides stimulation for my mother, respite for myself and even if ill she will not miss the opportunity to attend. ➤ She has friends she likes talking to, enjoys the food and activities, also thinks the food is very good. ➤ It gives me peace of mind knowing my uncle thoroughly enjoys his time at the centre (twice a week) it is his club. ➤ I would not want to loose such a valuable service: the staff are excellent nothing is too much trouble. ➤ Since attending my mother has become much more animated and has conversation. ➤ Speaks about friends made and staff by name
3 Dec	10.30 a.m. Hafan Deg Service user meeting	<ul style="list-style-type: none"> ➤ People worried about being able to afford to pay for Day Centre and home care will all the bills going up every month ➤ Bill for day care seems to be going up all of the time ➤ Families play a big role in supporting service users who are anxious about the strain it might place on their families if they cant come to day care ➤ Would want to keep the same close friends that I have here ➤ I know I would go into a depression if I was to miss coming here twice a week, it would finish me altogether, I don't want to go anywhere else. I used to be able to go out 3 or 4 times a week but now I can't get out on my own so I rely on coming here ➤ Doesn't matter what problem you have the staff here will always sort it out for you or point you in the right direction
4 Dec	3.30 p.m. Hafan Lles Team Meeting	<ul style="list-style-type: none"> ➤ No specific comments at this time but concern for the vulnerability of the clients
	6 p.m. Llys Nant Carers and Families	<ul style="list-style-type: none"> ➤ Mum loves the idea of going out – she would miss this if the service moves to Nant y Mor ➤ Dad loves it – the only time he leaves the house is to come here twice a week ➤ It is vital respite for mum from caring for Dad ➤ How will you assess people for any alternative provision?

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		<ul style="list-style-type: none"> ➤ All the staff here are lovely – so thoughtful and caring and they really know and understand the clients (5)
5 Dec	2 p.m. Llys Nant Carers and Families	<p>Age Concern advocate comments</p> <ul style="list-style-type: none"> ➤ Has had contact with many carers of people who attend Llys Nant and Hafan Deg and many have expressed real concern at the potential loss of the staff skill if the services are moved, and the structure which LN brings to the lives of their loved ones – for some it is the only time they leave home ➤ Carers have also raised concern about how they will cope without the respite from caring that Llys Nant provides ➤ Most concern is for those people with dementia and frailty as they are so vulnerable ➤ There is a danger that many people will not have a hot meal if they don't come to Llys Nant and nutrition is such a vital part of well being. ➤ Carer asked about the Health role in supporting day activities for Older People – mother was referred on from Glan Traeth “She has severe dementia and my experience has been of a lack of coordination between Health and Social Services”. ➤ It took a long time for my mother to settle here at LN and at first she could not even remember the name Llys Nant but now she does and what she comes here for, although in most other ways her memory has declined, so she clearly has an emotional attachment ➤ Dementia is difficult to understand for carers and the journey has been difficult but amongst all the difficulties of coping with agencies who do not talk to each other, VJ and the staff team here have been the only constant source of reassurance and support and the only service that gives me any confidence in caring for my mother
10 Dec	Llys Nant Service Users	<ul style="list-style-type: none"> ➤ Comment about dwindling numbers attending the centre ➤ One gentleman commented “as long as still in Prestatyn and the same staff I will be very happy and all the group (5 attending) concurred

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12 Dec	Rhyl Councillors	<ul style="list-style-type: none"> ➤ Opposition to private day care ➤ Concern about move to full cost recovery re charging policy ➤ Concern for staff who have been under pressure for 2 years whilst the review has been ongoing ➤ Acknowledgement that we need an holistic approach to care in the community
13 Dec	Llys Nant Users	<ul style="list-style-type: none"> ➤ a very physically frail group: it is testament to the group that their concerns were for others as well as themselves ➤ Concern about how welcome tenants would make us if we moved to NYM ➤ Concern about service users unable to speak for themselves and for people who may need service in the future ➤ What will this building be used for? (implication appeared to be why is it good enough for others , but not them) ➤ Is it all about saving money? ➤ Concerned that the people who care for them at home will continue to have a break from caring ➤ The meals were also a worry, would they still have a hot meal ➤ All stated they were more than happy with the Centre and had no difficulties accessing the Centre ➤ concerned that a move might curtail their independence re shopping ➤ Concern that not all the clients would make the move
3 Jan 2013	Prestatyn County and Town Councillors	<ul style="list-style-type: none"> ➤ Concern expressed about the capacity of Nant y Mor to provide day activities and day care for increasing numbers of older people in Prestatyn.